

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.K0227585	10. Budget Program Number 23341/22910		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Human Service Supervisor		
3. Division Family Service			12. Proposed Class Title		
4. Section Economic and Employment Services	For  Use  By  Personnel  Office	13. Allocation			
5. Unit West Region		14. Effective Date			
6. Location (address where employee works)  City Hutchinson County Reno		15. By	Approved		
7. (circle appropriate time) Full time <input checked="" type="checkbox"/> Perm. <input checked="" type="checkbox"/> Inter. Part time Temp. %		16. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM	17. Audit Date: By: Date: By:			Position Number	

## PART II – To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Samuel Birket	Assist. Program Adm. EES	K0227230

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
	SAME	

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

This position exists to supervise professional and support staff within a regional EES team. This position plans, directs and manages the delivery of Economic and Employment Support programs by that team. This position provides program oversight to ensure compliance with Federal and State regulations as well as the West Region's goals.

Makes decisions independent for program and administrative duties. Provides suggestions and recommendations for decisions made by the EES Program Administrator and Assistant Regional Director that relate to work that might affect employees in other sections or work team or might not be considered routine. Written and verbal instructions are followed based on Federal and State rules and regulations and local office policies and procedures. Assignments are normally general directives to work team based on specific agency expectations

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p><b><u>Professional Attitude:</u></b> While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <ul style="list-style-type: none"> <li>• Demonstrate a willingness to help. Remember that your client is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community partners, and individuals and families seeking services from the agency;</li> <li>• Demonstrate an attitude of respect (i.e. works harmoniously with managers, follows regional direction, be attentive to the client, communicate in a polite and professional tone of voice, meet with the client, or return phone calls or emails within a reasonable period of time – as defined by your supervisor or program policy), process requests for service as quickly as possible;</li> <li>• Encourage individuals to identify and fulfill their own responsibilities;</li> <li>• Practice personal self-discipline and maintain ethical and professional behavior in times of frustration with difficult clients;</li> <li>• Maintain confidentiality of agency information at all times. Release information only to those who have an identified and legitimate business related need to know;</li> </ul> <p>Provide information and service to those seeking your assistance. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them. Failure to demonstrate a professional attitude will directly reflect on the organization, the quality of service you provide, and will be considered unacceptable for any employee of the West Region DCF.</p>
1.	E - 35%	<p><b><u>Supervision and Team Management</u></b></p> <p>Directs the work of an Economic and Employment Service (EES) team. Recruits, selects, assigns, and evaluates staff in keeping with state, regional and Kansas Organization of State Employees (KOSE) regulations. Monitors time usage. Establishes performance expectations, provides feedback, guidance, mentoring, monitoring and motivation. Ensures coverage and provides back-up for team. Ensures resources are available to enable staff to complete their work effectively. Facilitates work of team. Promotes team cohesiveness. Manages information and communicates effectively with team through individual and team conferences. Deals with conflict resolution. Monitors reports and maintains documentation for evaluation purposes. Plans and conducts employee conferences and team meetings. Demonstrate basic competencies in state and regional Conditions of Employment.</p>
2.	E – 25%	<p><b><u>Business Process Management Service</u></b></p> <p>Ensures work team follows methods and principles of Business Process Management (BPM) as outlined in the Business Process Manual. Observes staff interviewing or in other tasks to ensure staff are aware and follow the process and principles of Business Process Management, including but not limited to first contact resolution, eliminating rework, and client choice. Complete Business Process Management cases reads to ensure process and principle are being followed. Ensures Business Process Management tools are being used correctly.</p> <p>Supervisor will manage the process of Business Process Management within the teams by identify daily the tasks each staff will be assigned to (primary team or cross team assignment), making decisions throughout the day on changes within team assignments to respond to needs and resources, monitor that the team staging area is organized appropriately and functioning correctly per the Business Process Management manual, and direct team in the phone calls process. Supervisor will need to monitor the different areas of the Business Process Management process to certify that the team is striving to work same day\next day. Supervisor will coordinate with all teams to strategize and plan for the managing of backlog when it exists.</p>
3.	E – 20%	<p><b><u>Team Performance and Eligibility Accuracy</u></b></p> <p>Monitors responsiveness of team to ensure timely and accurate service delivery of Economic and Employment Service programs using case readings, reports, case staffing. Ensures work team pursues high payment accuracy by monitoring the methods of Business Process Management documentation and use of Business</p>

		<p>Process Management tools. Observes staff in their tasks to ensure they know policy and are using process and tools developed for accuracy. Completes the determined number of case reads set by the region for individual team members. Completes Pre-authorization reads on cases meeting specific criteria. Monitors reports and other available data on individual performance to ensure that staff is meeting regional payment accuracy, Business Process Management completion rate, following Business Process Management procedures for interview times, completion of team task assignments, and addressing inconsistencies within the tracker productivity reports. Distributes and monitors all Economic and Employment Service reports. Maintains accurate records to provide accountability for the expenditure of state and federal funds. Addresses concerns, complaints, appeals, fraud and resolves problems to deliver optimum client service.</p>
4.	E – 10%	<p><b><u>Professional Development</u></b></p> <p>Promotes professional development and monitors staff's knowledge of Economic and Employment Service Program policy and procedures through training, team huddles, and conferences. Encourages independence and collaboration in teams and between divisions. Uses peer experts, training, and sharing successes to encourage growth. Is a mentor and a role model. Attends and participates in conferences with supervisor and office meetings with peers. Participates in program and management meetings. Participates in teams and work groups for the purpose of professional development. Participates in strategic planning, as required. Work with regional Performance Improvement staff to address Economic and Employment Service Policy questions as well as determining trends for continuing training by reviewing Quality Assurance (QA) case errors, Management Evaluation (ME) reviews, and Case Review (CARE) reads.</p>
5.	M – 10%	<p><b><u>Special Assignments</u></b></p> <p>Works on special assignments and duties as needed.</p>

22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:

- ( X ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.  
 ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.  
 ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name	Title	Position Number
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		
Human Service Specialist		

23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.  
 (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.  
 ( ) Major program failure, major property loss, or serious injury or incapacitation.  
 ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to perform essential functions would cause severe financial and emotional hardships for a client and could result in the loss of federal funds and/or other fiscal sanctions to the State of Kansas.

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

This position involves daily contact with agency consumers, agency employees, other social service agencies, community resource agencies, government officials and the general public in order to determine assistance eligibility for consumers. Makes referrals to/and coordinates access to other services within the community for the consumers. Daily dissemination of information regarding state and federal regulations as well as agency programs, policy and procedures

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25. What hazards, risks or discomforts exist on the job or in the work environment?

This position may encounter hostile, angry or upset people when dealing with issues of eligibility for assistance. Long periods of time may be spent on a computer and various computer systems. A high level of stress may exist in the determination of eligibility due to the limitations of the programs and resources to effectively resolve consumers need for help. Upon occasion, physical harm may be threatened or attempted by hostile, angry or upset consumers.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Computers, telephone systems, copy and fax machines are used daily. Some positions may require the use of a vehicle (private or state owned) in traveling to offices to provide services to consumers. Some positions may require the use of computerized switchboard systems.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

High school diploma or equivalent

Education or Training - special or professional

Post-secondary Education

Licenses, certificates and registrations

Special knowledge, skills and abilities

Must have the ability to establish and maintain productive work relationships with clients and other employees; ability to communicate effectively; ability to understand and interpret written materials, oral as well as written instructions; ability to perform basic arithmetic computations; ability to make basic decisions, maintain self-control in stressful situations, and take appropriate actions; and the ability to relate to and understand problems and needs of disadvantaged persons.

Experience - length in years and kind

Six years of experience interviewing, investigating, compiling information, documenting decisions, interpreting guidelines and/or providing technical assistance relevant to the agency's program. Post-secondary education may be substituted for experience as determined relevant by the agency.

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**28. SPECIAL QUALIFICATION**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

- Supervisory Experience
- Case Management Experience - Eligibility determination: case documentation, caseload management, public interaction basic mathematics, data base management/ reporting. Social/Human service professional: disseminating information; crisis intervention, basic interview skills and techniques.

- DCF Experience

- Bi-lingual in English and Spanish

Significant time is spent either in client contact, collateral contacts or in documentation using paper and computer files. Client contact, both internal and external, is either face-to-face or by telephone, but can also be via e-mail, fax or written correspondence. Extended periods of time may be spent evaluating data in computer systems. Significant time is spent facilitating determination of client eligibility for various programs and updating the knowledge of EES HSS and support staff on changes in policy and/or procedures.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date